



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# Taylor Roofs

**NUMBER OF FEEDBACK FORMS RECEIVED: 388 (showing most recent 30)**

**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.8**

The following feedback forms have been completed by previous customers, rating their experience of dealing with Taylor Roofs.

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 23<sup>rd</sup> August 2024</p> <p>Total cost of work: £32,000</p> <p>Description of work: Removal of old roof down to timbers, including flat dormers. Complete new roof and guttering, plus solar / battery installation.</p> <p>Comments: Phenomenal work by Taylor Roofs. Very professional, extremely high quality work, whole process was very clear and communication was excellent. Would absolutely use Taylor Roofs for any roofing work in future, and would whole heartedly recommended to a friend.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

ONLINE FEEDBACK PROVIDED	Date received: 21 <sup>st</sup> August 2024			
	Total cost of work: £21,000			
	Description of work: We had a full reroof, dormer windows retiled and ridgeline completed. The weather was atrocious, but the guys worked tirelessly. Minimal noise and disruption throughout and a purely professional finish achieved.			
	Comments: Thank you so much, Taylor Roofs team. Big shout out to the entire team. The roofing team and the admin staff were polite and courteous and happy to help. Absolutely would recommend Taylor Roofs for fantastic service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

Total cost of the work £ <u>Circa £3k.</u> Description of the work undertaken: <u>Roofing Roof Maintenance / Bird Proofing.</u> Your comments: <u>Good Job, well done!!</u>	Date received: 5 <sup>th</sup> August 2024			
	Total cost of work: circa £3k			
	Description of work: Roof maintenance / bird proofing.			
	Comments: Good job, well done!!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	9	8

Total cost of the work £ <u>£997</u> Description of the work undertaken: <u>NEW GUTTERS &amp; DOWN PIPES</u> Your comments: <u>FIRST CLASS JOB</u>	Date received: 1 <sup>st</sup> August 2024			
	Total cost of work: £997			
	Description of work: New gutters and down pipes.			
	Comments: First class job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	9	10

ONLINE FEEDBACK PROVIDED	Date received: 29 <sup>th</sup> July 2024			
	Total cost of work: £12,201			
	Description of work: Removal of old roof and fitting of a brand new one.			
	Comments: I can't praise Taylor Roofs enough for the work they did at my Father's house. The service provided was exemplary. I asked their office staff countless questions about the process & they were always happy to help. The team doing the work on my roof were amazing too - even the music played on their radio while they worked was good. I've no complaints at all & would've no problems recommending them to anyone thinking of getting any roofing work done.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 <sup>th</sup> July 2024			
	Total cost of work: £168			
	Description of work: Repair to gutter.			
	Comments: Required a repair to cast iron guttering as end piece had broken off. Contacted Taylor Roofs and Craig replied quickly with a quote. We accepted this and the job was carried out a week later. Really fast and excellent service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 <sup>th</sup> July 2024			
	Total cost of work: £2000			
	Description of work: Replace roof tiles and guttering			
	Comments: Very professional and courteous throughout the project from initial contact to completion of works. Safe working practice and cleanliness start to finish. Would highly recommend for any roofing work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 <sup>th</sup> July 2024			
	Total cost of work: £5000			
	Description of work: Flat roof replacement over extension (tying in to main tiled roof).			
	Comments: Taylor Roofs staff were helpful and professional. Allie, and the company's systems for sending out quotes and making payment were very good. I got clear information and pictures of work needed. Greg and Robbie, worked hard and kept me up to date with pictures. Their attention to detail was excellent and the finished job was really neat. They tidied up the site completely. I'd have no hesitation in recommending Taylor Roofs as a company.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <hr/> Description of the work undertaken: <u>PIPE REPAIR ON ROOF AND GUTTER CLEANING</u> <hr/> <hr/> <hr/> Your comments: <u>WORK CARRIED OUT PROFESSIONALLY</u> <u>AND TO MY SATISFACTION</u>	Date received: 18 <sup>th</sup> July 2024			
	Total cost of work: Not provided.			
	Description of work: Pipe repair on roof and gutter cleaning.			
	Comments: Work carried out professionally and to my satisfaction.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 <sup>th</sup> July 2024			
	Total cost of work: £4600			
	Description of work: Chimney stack removal. Flat roof repairs. Guttering.			
	Comments: Professional and reliable.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 <sup>th</sup> June 2024			
	Total cost of work: £12,356			
	Description of work: Full roof replacement including all gutters			
	Comments: Impeccable service right from the first phone call until completion of the job. All work carried out when said and exceptional service received through some major issues that were encountered out with anyones control. Couldn't recommend the company high enough.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18 <sup>th</sup> June 2024			
	Total cost of work: £1849			
	Description of work: Lead Valley & Watergate Replacement Lead linking the flat roof to the tiled roof Replacement Replace any broken tiles			
	Comments: Having reviewed a number of Trusted Traders on WLC Website, I contacted a few of them for quotes. Taylor Roofs were not the cheapest but you get what you pay for right! I arranged a survey and Craig who attended was great to chat to and provided detailed explanations of the work. The team/s who arrived on site were a great bunch of guys, kept me updated on what they were doing through each stage of the job. there was slight a hiccup with scheduling but all good in the end.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18 <sup>th</sup> June 2024			
	Total cost of work: £1584			
	Description of work: Replacing missing slates, securing the ridge bed, re haunching the chimney, cleaning gutters and Velux surround, replacing gutter corner joint			
	Comments: Easy communication with the office to set a starting date, which was brought forward a day, with adjustments made clearly by phone and email. The workers arrived promptly at the agreed time, and worked consistently. The job was done by the end of the day, photos provided to show the outcome. All was left tidy. Very satisfied!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> June 2024			
	Total cost of work: £1500			
	Description of work: Replace gutter which required scaffolding erected for safe repair.			
	Comments: Would recommend this company who provide very detailed service and quality of work carried out.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> June 2024			
	Total cost of work: £5400			
	Description of work: CHIMNEY REPOINTING AND REHAUNCHING OF CHIMNEY POTS			
	Comments: First class work from Taylor Roofs. They're easily one of the best companies I've hired. You feel well looked after.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> June 2024			
	Total cost of work: £2200			
	Description of work: Replace leaking valley in house roof.			
	Comments: Taylor Roofs were fantastic when my roof began leaking recently. They sent a surveyor out promptly and provided a detailed explanation of the problem and a proper breakdown of the costs involved in repairing it. The work was done to a very high standard and the team were friendly and happy to explain what they were doing. There was a bit of a wait for work to begin but that shows how many people want their services. No affiliation, just a very happy customer.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 5 <sup>th</sup> June 2024			
	Total cost of work: £3000			
	Description of work: Repair of damage caused by squirrels.			
	Comments: Repairs involved removing tiles and replacing insulation and damaged roof boards. Will use this company again if roof work necessary.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 5 <sup>th</sup> June 2024			
	Total cost of work: £1368			
	Description of work: Loft insulation.			
	Comments: The workmen appeared when they say they would and completed the work quickly and efficiently despite the difficult conditions i.e. uncomfortable heat in the loft. The place was left very neat and tidy.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 5<sup>th</sup> June 2024</p> <p>Total cost of work: £560.70</p> <p>Description of work: Roof leak. After an initial survey by Taylor Roofs, I was sent a quote for the job which entailed "new flashing on overflow pipe and installing timber to support flashing on gas flue. Also repair of any broken tiles on property".</p> <p>Comments: I had recently had spray foam insulation removed from my attic and after a couple of days of heavy rain I noticed a leak. I phoned Taylor Roofing Repair who sent a surveyor and gave me a quote for the job. They did an excellent job fixing this and also replaced a couple of cracked tiles noticed on general inspection. Professional job from start to finish with before and after photos and a completion report. Highly recommended!</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 9<sup>th</sup> May 2024</p> <p>Total cost of work: £8000</p> <p>Description of work: Following being let down by a previous contractor, we were left with a partially completed roofline, but no gutters or downpipes. Taylor Roofs removed the previous contractor's sub-standard work and renewed the roofline, guttering and downpipes. Work was done to quotation and within indicated timescale.</p> <p>Comments: The work Taylor Roofs did was exemplary. Finished to a very high standard by 2 highly competent workers and completed within budget and to the indicated timescale of 5 days. Our property was left clean and tidy at the end of each working day and Taylor Roofs also took away the unused materials that the previous unsatisfactory contractor had left dumped in our garden. We'd be more than happy to recommend Taylor Roofs based on the work they did on our house.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>



ONLINE FEEDBACK PROVIDED	Date received: 9 <sup>th</sup> May 2024			
	Total cost of work: £3000			
	Description of work: Exploration of area of damp in loft including removal of a large square of roof. Also installation of vents in the loft space and ridge line.			
	Comments: Great customer service. Responsive, but also realistic about timeframes and kept me in the loop when these changed i.e. didn't over-promise what they could offer. The people who did the work were personable and polite too.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	8

ONLINE FEEDBACK PROVIDED	Date received: 7 <sup>th</sup> May 2024			
	Total cost of work: £10235			
	Description of work: Full replacement of the tiles on the roof of our semidetached house including the removal of old tiles, battens and insulation.			
	Comments: I was kept informed during the whole process from the initial survey and quotation right through to a phone call once the work had been completed. The roofers were professional and worked hard throughout the process and kept us informed on the progress of the work which was completed ahead of the initial completion date. The work area was kept clean tidy at all times. Would definitely recommend Taylor Roofs to anyone who plans to have a replacement roof.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30 <sup>th</sup> April 2024			
	Total cost of work: £1220			
	Description of work: Install vented dry ridge system to semi-detached house.			
	Comments: All appointments were kept on time with good communication. Survey and work required was clear and understandable. Quotation for the work followed promptly. Online payment process was efficient and easy to use. The work was carried out ahead of schedule due to a cancellation. The tradesmen were polite, explained what was to happen and carried out the work with no fuss. There was no mess as they tidied away the old ridge tile fixing. I have no hesitation in recommending Taylor Roofs.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 <sup>th</sup> April 2024			
	Total cost of work: £600			
	Description of work: Mac flash replacement, Ariel removal, multiple broken tiles replaced, Ariel replacement.			
	Comments: Brilliant service all round. Really thorough survey and reasonable price. Roofers usually take ages but these guys had it done in a week and done a very good job (with no hidden costs or stress). Roofers and office team were great to deal with, great service!!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24 <sup>th</sup> April 2024			
	Total cost of work: £841.80			
	Description of work: Valley replacement and some tile repairs			
	Comments: Couldn't be happier. Professional company from start to finish with excellent communication throughout. Would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 24<sup>th</sup> April 2024</p> <p>Total cost of work: £4978</p> <p>Description of work: Garage flat roof replaced, re-designed as problem with puddling on the roof.</p> <p>Comments: Excellent job. J Taylor Roofs really impressive firm to deal with from start to finish. Polite and professional workmen, highly recommend them to anyone.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 1200 ?</p> <p>Description of the work undertaken:  RIDGE TILES FULLY REPLACED AND A FEW TILES</p> <p>Your comments:  PROFESSIONAL ATTITUDE. ARRIVED FOR ESTIMATE AND THE WORK ON TIME. WORK REQUIRED FULLY EXPLAINED TO ME</p>	<p>Date received: 19<sup>th</sup> April 2024</p> <p>Total cost of work: £1200?</p> <p>Description of work: Ridge tiles fully replaced and a few tiles.</p> <p>Comments: Professional attitude. Arrived for estimate and the work on time. Work required fully explained to me.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 1300</p> <p>Description of the work undertaken:  A new ridge for the roof following storm damage.</p> <p>Your comments:  Very professional and reasonably priced. Quick and tidy work by friendly staff during all stages of my interactions with staff.</p>	<p>Date received: 18<sup>th</sup> April 2024</p> <p>Total cost of work: £1300</p> <p>Description of work: A new ridge for the roof, following storm damage.</p> <p>Comments: Very professional and reasonably priced. Quick and tidy work by friendly staff during all stages of my interactions with staff.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> April 2024			
	Total cost of work: £2000			
	Description of work: New fascia and guttering to front and back of property.			
	Comments: From start to finish the ultimate professionals. Very respectful of property. Office staff were fabulous too. Communication excellent.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16 <sup>th</sup> April 2024			
	Total cost of work: £1500			
	Description of work: Replace incorrectly installed lead work above bay window.			
	Comments: This was the second time I used Taylor Roofs. Everyone I dealt with was polite and professional. A very efficient operation from initial enquiry through to final billing. Great communication throughout. Work was complete quicker than initially planned. Very happy with job looks a substantial piece of work and for the first time in five years appear to be leak free above the bay window. Great job, would recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	9	10	9